



MUNDIAL FOOTBALL CLUB ACADEMY
815 Saint Laurent Boulevard
Incubator 13, Rideau Community Hub
Ottawa ON K1K 3A7

REFUND POLICY

This Policy provides information for registered players, parents or guardians who are thinking about asking for a refund of their player registration fees they paid to MUNDIAL FOOTBALL CLUB ACADEMY (MFC).

1.0 INTRODUCTION.

1.1 All individuals playing shall pay the required fees described under section 3.0.

1.2 Any registered player wishing to withdraw from a program or transfer their registration to a different MFC program, before or during the same soccer season, has to inform MFC in writing and can seek a refund when applicable.

2.0 MAKING THE REQUEST.

2.1 All refund requests must be made in writing by the registered player (if over 18), or the parent or guardian of the registered player (if under 18) and sent to MFC by email or letter. All supporting documentation must be included.

2.2 All emails requesting a refund from a Competitive or Non-competitive Youth or Adult program, or camp should be sent to info@mundialfc.com



3.0 WHAT FEES CAN BE REFUNDED

The requested fees include: base registration, Competitive, Recreational, Clinic, Camp, technical training, goalkeeper, pre-academy, and academy fees.

Note: Tryout fees will NOT be refunded under any circumstances.

4.0 FEES TO BE DEDUCTED

Except for refunds processed under subsection 5.4 below, the following amounts will be deducted as applicable:

- a) An administrative fee.
- b) Incurred affiliation fees such as Ontario Soccer, EODSA, CSA membership fees, etc.
- c) Credit card charges paid by MFC to the credit card company on the original payment (if applicable);
and
- d) An amount based on the prorated number of weeks between the start of the season and the date the refund request is received by MFC.

5.0 REFUND TIMELINES

5.1 Voluntary withdrawal

- a. *If a refund request is received by MFC at least three weeks before the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4 a), b) and c).*
- b. If a refund request is received by MFC after the start of the program, the withdrawing player will receive a **PRORATED** refund of his/her registration fee, less the amounts shown in 4.0 as applicable.



Note 3: Any player who has accepted a position in any of our competitive programs (Competitive or Academy) and subsequently withdraws will not qualify for a refund under this subsection.

5.2 Withdrawal for Medical Reasons

a. If a refund request is received by MFC before the start of the program, the withdrawing player will receive a refund of his/her registration fee, less the amounts shown in 4 a), b) and c).

b. If a refund request is received by the MFC after the start of the program, the terminating player will receive a **PRORATED** refund of his/her registration fee, less the amounts shown in 4.0 as applicable.

Note 1: Proof of medical condition will be required.

5.3 Vacation Leave

All players must notify their coaches of vacation time prior to the start of the season. Vacation time of 30 days or more, will incur a registration fee of 50% of the total monthly cost. Vacation time of less than 30 days, there will be no refund for that specific time. Unless the leave is due to family emergencies, then a full refund will be given.

5.4 Program Cancellation or Modification

A program may be canceled by the MFC due to low registrations or field availability, modified from a boys' or girls' program to a coed program, revised to include other age groups, or the days of play may be changed from those advertised. In these cases, the withdrawing player will receive a refund of his/her registration fee, less the amount shown in 4 a) & 4 b).



6.0 PROCEDURES

6.1 If the MFC Administrator is satisfied that the refund request meets the criteria in this policy, he or she shall send a request to the MFC GENERAL MANAGER to issue a cheque or transfer for the determined amount and adjust the member's account.

6.2 The MFC Administrator shall inform the GENERAL MANAGER (who will inform the OPERATIONS MANAGER) of any change to the team roster resulting from the withdrawal or transfer.

6.3 A registered player, or parent or guardian of a registered player, who does not meet the criteria in this policy but believes they have extenuating circumstances deserving consideration can write to the MFC GM and provide their rationale.

HERNANI ELEUTERIO – GENERAL MANAGER